

JOB DESCRIPTION
MURFREESBORO POLICE and FIRE DEPARTMENTS
MANAGEMENT INFORMATION SYSTEMS (MIS) COORDINATOR

**1. JOB TITLE: MANAGEMENT INFORMATION SYSTEMS (MIS)
COORDINATOR**

2. DEFINITION: The Management Information Systems (MIS) Coordinator is responsible for planning, directing and coordinating the information systems of the departments. The duties will include overseeing the operation and maintenance of the PC based network computer systems, telephone systems and other department business systems and components as specified. The Management Information Systems (MIS) Coordinator is under the direct supervision of the Deputy Police Chief and the general supervision of the Police Chief. All employees are responsible to the City Manager. The Management Information Systems (MIS) Coordinator will take charge and responsibility for information related matters in the absence of superior officers. This position is classified as Exempt for the purpose of the Fair Labor Standards Act, as having no significant exposure to bloodborne pathogens, and as Non-Safety Sensitive; the employee is subject to post accident, reasonable suspicion, return to duty and follow-up drug and alcohol testing.

3. EQUIPMENT/JOB LOCATION:

- a. The Management Information Systems (MIS) Coordinator will operate and coordinate maintenance of PC based network computer systems, in-house telephone systems, copiers, fax machines, video recording equipment (both mobile and site-based), building monitors at entrances, closed circuit television (CCTV) equipment, as well as miscellaneous office equipment and accessories.
- b. The primary job location will be within the Murfreesboro Police Department, with occasional travel to the fire stations.
- c. Some travel may be necessary for training and information gathering, as well as to keep informed on new products and technologies.
- d. This position will be subject to twenty-four (24) hour call for mission critical component maintenance.

4. ESSENTIAL FUNCTIONS OF THE JOB:

- a. Develops and implements a master plan for frequency of equipment replacement to match the relative pace of technology.
- b. Researches new products for information management, technology upgrades and innovative improvements.
- c. Assists with the specification, purchase and installation of new equipment as described above.
- d. Manages the specification, purchase and installation of all new computer hardware and software for the network.

- e. Serves as system administrator and resolves hardware, software and networking problems experienced by department employees in a prompt fashion.
- f. Manages all such equipment so as to provide for efficient and reliable operation at a reasonable maintenance cost.
- g. Oversees the annual line item budget expenditures for operation and maintenance of office equipment.
- h. Develops a process for backup operations and disaster recovery on all data collection devices so as to guarantee the integrity of archive and on-line files for all users.
- i. Develops and maintains a process for ensuring system integrity and security from unauthorized users as well as virus contamination.
- j. Coordinates with City Hall MIS Coordinator to maintain access with City Hall computer network.
- k. Develops and presents training on new devices for department employees as needed.
- l. Becomes a proficient operator of the existing public safety operating system used by the Murfreesboro Police and Fire Departments.
- m. Develops reporting formats as required for various department needs.
- n. Develops program and programming enhancements as needed and authorized by the licensing agent for the existing public safety operating system used by the Murfreesboro Police and Fire Departments.
- o. Develops and implements a plan for effective internal and external networking.
- p. Keeps informed on new technologies and implementation strategies.

5. ADDITIONAL EXAMPLES OF WORK PERFORMED:

- a. Coordinates the department's participation in a county-wide criminal justice information sharing network.
- b. Coordinates with City Hall MIS Coordinator to develop and maintain Internet access for Police and Fire use.
- c. Performs other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS AND ABILITY:

- a. Graduation from an accredited college or university with a major emphasis in computer information systems preferred; two (2) years of college with a major emphasis in a related field required.
- b. Four (4) years of on-the-job experience in computer information systems maintenance and support.
- c. Must have the ability to obtain a valid Tennessee driver's license.
- d. Must be at least 21 years of age.
- e. Must have legal authorization to work in the United States.
- f. Must not have been convicted of or pleaded guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal

- or state laws or City ordinances relating to force, violence, theft, dishonesty, gambling or controlled substances.
- g. As a minimum, a basic knowledge of the Microsoft Windows (3.1, 95 and NT) platforms, Novell networking software, and Microsoft Office Professional software with a future ability to develop and expand applications and capabilities to address workplace needs.
 - h. A working knowledge of personal computers and all common peripherals, including monitors, printers, modems, and other connection, communication and storage devices.
 - i. The ability to perform basic diagnostic, maintenance and support operations for all existing computer equipment.
 - j. The ability to learn basic operation and maintenance routines for telephone systems, copiers, fax machines, videotape recording devices and CCTV equipment, as well as manage outsource maintenance as required.
 - k. Must have a good reputation for confidentiality.
 - l. The ability to report for work on time and perform job responsibilities in a timely manner in order to meet scheduled deadlines and perform the duties of the job for a complete workday.
 - m. Possess temperament, good judgment and human relations skills to deal and communicate with the public and the other employees of the City.

Exempt
Non-Safety Sensitive
May 13, 2005